HUMAN RESOURCES PERFORMANCE METRICS

0. PRD Title: Human Resources	Service: Human Resources **Metric Name:** **Human Resources - Customer Satisfaction Survey**
Define the Metric – define each element of quantities being measured	This is the customer service metric referenced in paragraph 4.3 of the Performance Management Plan
Sources of data used to calculate metric's value	N/A. See paragraph 4.3 of the PMP.
If the data currently exists, list where it can be located. If not available, so state.	N/A. See paragraph 4.3 of the PMP.
If the data currently exists, provide the data value by the metric.	N/A. See paragraph 4.3 of the PMP.
If Higher HQ standard, please enter and list source of standard.	N/A. See paragraph 4.3 of the PMP.
Additional Clarifications	N/A. See paragraph 4.3 of the PMP.

HUMAN RESOURCES PERFORMANCE METRICS

1. PRD Title: Human Resources	Service: Human Resources **Metric Name:** **Human Resources - Customer Survey**
Define the Metric - define each element of quantities being measured.	This metric measures the extent of customer satisfaction within those areas of HR that provide service to customers and should be collected on a monthly basis. Items rated are: (1) Attitude/Courtesy; (2) Knowledge; (3) Appearance; (4) Promptness of service; (5) Cleanliness/condition of area: (6) Operating hours; and (7) Overall Evaluation. This metric uses a scale of 1 to 5.
Sources of data used to calculate metric's value.	AETC Form 450, Customer Service Evaluation.
If the data currently exists, list where it can be located. If not available, so state.	Customer service evaluation forms are maintained by all HR work centers. Completed evaluations are periodically reviewed by management and are returned to the appropriate work center for file.
If the data currently exists, provide the data value by the metric.	Required level of service is to not more than 3 valid ratings of 2 or less on all surveys completed in a one-month period for each individual element.
If higher HQ standard, please enter and list source of standard.	N/A
Additional clarifications.	Customer survey forms should have a customer commend section and customer contact information. The scale will be 0-4. 5 = Extremely Satisfied 4 = Very Satisfied 3 = Satisfied 2 = Somewhat Dissatisfied 1 = Dissatisfied

HUMAN RESOURCES PERFORMANCE METRICS

2. PRD Title: Human Resources	Service: Personnel Systems Management **Metric Name: Transaction Registers (TR) – Accuracy**
Define the Metric - define each element of quantities being measured.	This metric measures the accuracy and integrity of the database through analysis of TRs to track overdue system suspense actions and system reject transactions. The number of reject transactions and overdue system suspense actions each month divided by the total number of transaction inputs each month will be used to calculate the metric.
Sources of data used to calculate metric's value.	File Monitor TR; Defense Joint Military Pay System (DJMS) TR; Rejects TR; Pseudo Remote List.
If the data currently exists, list where it can be located. If not available, so state.	TRs are kept on file in the PSM offices, Bldg 701, Room 129.
If the data currently exists, provide the data value by the metric. If not available, state the desired level of service.	Reject transactions and repeat overdue system suspense actions on TRs must be limited to 2% or less of all transactions input.
If higher HQ standard, please enter and list source of standard.	N/A
Additional clarifications.	

HUMAN RESOURCES PERFORMANCE METRICS

3. PRD Title: Human Resources	Service: Personnel Systems Management **Metric Name: Computer Security and Control**
Define the Metric - define each element of quantities being measured.	This metric will measure the service provider's ability to ensure all individuals accessing the Military Personnel data systems have required security knowledge and training to utilize assigned equipment while maintaining database information. This metric will also measure the service provider's ability to ensure all PC-III equipment assigned is accounted for annually according to Automated Data Processing Equipment inventory listing.
Sources of data used to calculate metric's value.	The Service provider will propose a method for collecting the necessary data and a format for reporting it. Currently it is not reported as a statistical percentage, but is measured through: Automated Data Processing Equipment inventories, Security Awareness Training and Education documents, and Terminal Area Security Officer letters.
If the data currently exists, list where it can be located. If not available, so state.	PSM office, Bldg 701, Room 129.
If the data currently exists, provide the data value by the metric.	Security measures and accountability & control of all computer systems under Military Personnel control will be maintained at 100% at all times.
If higher HQ standard, please enter and list source of standard.	N/A
Additional clarifications.	

HUMAN RESOURCES PERFORMANCE METRICS

4. PRD Title: Human Resources	Service: Base OJT **Metric Name: Plan, Manage, Implement OJT Programs– Compliance**
Define the Metric – define each element of quantities being measured	This metric measures the service provider's ability to effectively manage OJT programs. The metric will be calculated per annual staff assistance visits conducted on units and trend analysis and reported annually.
Sources of data used to calculate metrics value	The Service provider will propose a method for collecting the necessary data and a format for reporting it. Currently it is not reported as a statistical percentage, but is measured through CDC Test Results, Staff Assistance Visits, Transaction Registers
If the data currently exists, list where it can be located. If not available, so state.	Bldg 2902, Rm 114, Base OJT Office
If the data currently exists, provide the data value by the metric.	Required level of service: 100% Compliance
If Higher HQ standard, please enter and list source of standard.	N/A
Additional Clarifications	

HUMAN RESOURCES PERFORMANCE METRICS

5. PRD Title: Human Resources Manage survey programs to ensure all survey suspense dates are met.	Service: Base OJT **Metric Name: Manage Survey Program-Return Rate**
Define the Metric – define each element of quantities being measured	This metric measures the service provider's ability to maintain accountability loss of surveys. The number of lost, completed, and returned surveys will be calculated and reported each month.
Sources of data used to calculate metrics value	The Service provider will propose a method for collecting the necessary data and a format for reporting it. Currently it is not reported as a statistical percentage, but is measured through Survey Inventories using database/data from the Occupational Measurement Squadron
If the data currently exists, list where it can be located. If not available, so state.	Bldg 2902, Rm 114, Base OJT Office
If the data currently exists, provide the data value by the metric.	Required level of service is 100% accountability of all surveys.
If Higher HQ standard, please enter and list source of standard.	Occupational Measurement Squadron
Additional Clarifications	

HUMAN RESOURCES PERFORMANCE METRICS

6. PRD Title: Human Resources	Service: Military Records Management **Metric Name: Manage Military Personnel Record Section**
Define the Metric – define each element of quantities being measured	This metric measures the service provider's ability to provide security, accountability and safeguarding of the Unit Personnel Record Group (UPRG) for military personnel. The metric will calculate the number of findings per annual staff assistance visits, self-inspections and quarterly audits, reported annually.
Sources of data used to calculate metrics value	The Service provider will propose a method for collecting the necessary data and a format for reporting it. Currently it is not reported as a statistical percentage, but is measured through Records Audits and Inspection results.
If the data currently exists, list where it can be located. If not available, so state.	Bldg 0701, Customer Service Office Rm 125
If the data currently exists, provide the data value by the metric.	100% Compliance
If Higher HQ standard, please enter and list source of standard.	N/A
Additional Clarifications	

HUMAN RESOURCES PERFORMANCE METRICS

7. PRD Title: Human Resources	Service: Formal Training **Metric Name: Process Professional Military Education (PME) and Technical Training Courses**
Define the Metric - define each element of quantities being measured.	This metric measures the extent of customer satisfaction with the Formal Training management of Professional Military Education and Technical Training course scheduling and should be collected on a monthly basis. Items rated are: (1) Attitude/Courtesy; (2) Knowledge; (3) Appearance; (4) Promptness of service; (5) Cleanliness/condition of area: (6) Operating hours; and (7) Overall Evaluation.
Sources of data used to calculate metric's value.	AETC Form 450, Customer Service Evaluation.
If the data currently exists, list where it can be located. If not available, so state.	Customer service evaluation forms are maintained by all HR work centers. Completed evaluations are periodically reviewed by management and are returned to the appropriate work center for file.
If the data currently exists, provide the data value by the metric	Required level of service is no more than 3 valid ratings of 1 or 2 on all surveys completed in a one-month period for each individual element.
If higher HQ standard, please enter and list source of standard.	N/A
Additional Clarifications	This will be a point of service survey. Customer survey forms should have a customer comment section and customer contact information. The scale will be 0-4. 5 = Extremely Satisfied 4 = Very Satisfied 3 = Satisfied 2 = Somewhat Dissatisfied 1 = Dissatisfied

HUMAN RESOURCES PERFORMANCE METRICS

8. PRD Title: Human Resources	Service: Educational Services, Base OJT **Metric Name: Test Management – Compromise**
Define the Metric – define each element of quantities being measured	This metric measures the service provider's ability to perform test inventory controls and storage to prevent loss or compromise of any examination on a monthly basis. The metric will be calculated each month by the number of lost or compromises of examinations.
Sources of data used to calculate metrics value	The Service provider will propose a method for collecting the necessary data and a format for reporting it. Currently it is not reported as a statistical percentage, but is measured through Test Inventories and test administrations records.
If the data currently exists, list where it can be located. If not available, so state.	Bldg 0701, Education Services Testing Office, Bldg 2902, Rm 114, Base OJT Office
If the data currently exists, provide the data value by the metric.	Required level of service - 100% zero loss or compromise of any examination
If Higher HQ standard, please enter and list source of standard.	N/A
Additional Clarifications	

HUMAN RESOURCES PERFORMANCE METRICS

9. PRD Title: Human Resources	Service: Civilian Training **Metric Name: Specialty Test Availability - Compliance**
Define the Metric – define each element of quantities being measured	Ensure specialty tests are ordered within 2 duty days of the request for the test and available for customers on the scheduled date.
Sources of data used to calculate metric's value	The Service provider will propose a method for collecting the necessary data and a format for reporting it. Currently it is not reported as a statistical percentage, but is measured through Test scheduling roster
If the data currently exists, list where it can be located. If not available, so state.	Bldg 0701, Education Services Testing Office,
If the data currently exists, provide the data value by the metric.	Required level of service - No testing delays or cancellations due to test non-availability.
If Higher HQ standard, please enter and list source of standard.	N/A
Additional Clarifications	

HUMAN RESOURCES PERFORMANCE METRICS

10. PRD Title: Human Resources	Service: Civilian Training **Metric Name: Civilian Training Plan - Compliance**
Define the Metric – define each element of quantities being measured	This metric measures the service provider's development and compliance with the civilian training plan on a fiscal year basis. The civilian training office must develop and then comply with the plan to schedule, process, and finalize as many top priority-training requirements as possible within available funding each fiscal year.
Sources of data used to calculate metric's value	The Service provider will propose a method for collecting the necessary data and a format for reporting it. Currently it is not reported as a statistical percentage, but is measured through comletion of the annual civilian Training Plan, Civilian Training Matrix, AFO Certifiication, AF Form 616, AF Form 4009.
If the data currently exists, list where it can be located. If not available, so state.	The Civilian Training Matrix is located in the Workforce Effectiveness Element, Bldg 701, Room 207.
If the data currently exists, provide the data value by the metric.	Fund top priority training requirements established by Management Training Committee not to exceed 100% of annual budget
If Higher HQ standard, please enter and list source of standard.	N/A
Additional Clarifications	

HUMAN RESOURCES PERFORMANCE METRICS

11. PRD Title: Human Resources	Service: Awards, Decorations and Training **Metric Name: Military/Civilian Awards and Decorations – Timeliness**
Define the Metric – define each element of quantities being measured	This metric measures the timely preparation of military/civilian awards and decorations on a monthly basis. Awards and Decorations must be prepared accurately on all personnel nominated to ensure timely recognition of deserving acts and service
Sources of data used to calculate metric's value	The Service provider will propose a method for collecting the necessary data and a format for reporting it. Currently it is not reported as a statistical percentage, but is measured through <u>Military</u>: Awards tracking log, MilPDS/DÉCOR 6 listing, internal Access database tracking system. <u>Civilian</u>: Awards & Decoration Matrix.
If the data currently exists, list where it can be located. If not available, so state.	Awards and Decorations Matrix is located in the Career Enhancements Section, Bldg 701, Rm 123 for Military and Workforce Effectiveness Element, Bldg 701, Rm 207 for Civilians.
If the data currently exists, provide the data value by the metric.	Required level of service - 100 % compliance with established time-frames
If Higher HQ standard, please enter and list source of standard.	Messages or Suspenses received from MAJCOM or other Sources
Additional Clarifications	

HUMAN RESOURCES PERFORMANCE METRICS

12. PRD Title: Human Resources	Service: Awards, Decorations and Training **Metric Name: Military/Civilian Awards and Decorations – Accuracy**
Define the Metric – define each element of quantities being measured	This metric measures the accuracy of military/civilian awards and decorations documentation. Awards and Decorations must be prepared accurately on all personnel nominated to ensure timely recognition of deserving acts and service
Sources of data used to calculate metric's value	The Service provider will propose a method for collecting the necessary data and a format for reporting it. Currently it is not reported as a statistical percentage, but is measured through <u>Military</u>: Awards tracking log, MilPDS/DÉCOR 6 listing, internal Access database tracking system. <u>Civilian</u>: Awards & Decoration Matrix.
If the data currently exists, list where it can be located. If not available, so state.	Awards and Decorations Matrix is located in the Career Enhancements Section, Bldg 701, Rm 123 for Military and Workforce Effectiveness Element, Bldg 701, Rm 207 for Civilians.
If the data currently exists, provide the data value by the metric.	Required level of service – No more than three documentation discrepancies per quarter.
If Higher HQ standard, please enter and list source of standard.	Messages or Suspense's received from MAJCOM or other Sources
Additional Clarifications	

HUMAN RESOURCES PERFORMANCE METRICS

13. PRD Title: Human Resources	Service: Education Services **Metric Name: Distance Learning Broadcast: Preparations and presentation**
Define the Metric - define each element of quantities being measured.	This metric measures the service provider's ability to present distance learning broadcasts. Each broadcast must be registered, scheduled, set-up, equipment stocked, and presented on time.
Sources of data used to calculate metric's value.	. The Service provider will propose a method for collecting the necessary data and a format for reporting it. Currently it is not reported as a statistical percentage.
If the data currently exists, list where it can be located. If not available, so state.	Bldg 0701, Education Services Distance Leaning Office.
If the data currently exists, provide the data value by the metric	Required level of service is no more than 1 delayed or canceled broadcast per quarter.
If higher HQ standard, please enter and list source of standard.	N/A
Additional Clarifications	

HUMAN RESOURCES PERFORMANCE METRICS

14. PRD Title: Human Resources	Service: Education Services **Metric Name: Distance Learning Broadcast: Documentation**
Define the Metric - define each element of quantities being measured.	This metric measures the service provider's ability to document distance-learning broadcasts. Each broadcast must be properly documented to ensure each customer is accredited with either course completion or failure.
Sources of data used to calculate metric's value.	. The Service provider will propose a method for collecting the necessary data and a format for reporting it. Currently it is not reported as a statistical percentage.
If the data currently exists, list where it can be located. If not available, so state.	Bldg 0701, Education Services Distance Leaning Office.
If the data currently exists, provide the data value by the metric	Required level of service is no more than 1 missed post-broadcast completion report every six months.
If higher HQ standard, please enter and list source of standard.	N/A
Additional Clarifications	

HUMAN RESOURCES PERFORMANCE METRICS

15. PRD Title: Human Resources	Service: Education Services **Metric Name: Educational Services Programs**
Define the Metric - define each element of quantities being measured.	This metric measures the service provider's ability to provide, guide, and promote a high quality, cost effective educational services program that covers the full spectrum of military and civilian opportunities from basic skills through graduate level degrees.
Sources of data used to calculate metric's value.	The Service provider will propose a method for collecting the necessary data and a format for reporting it. Currently this is measure through 1. Customer service evaluation forms, which are maintained by all HR work centers. 2. MAJCOM Staff Assistance and Inspector General inspections. 3. Internal review processes. 4. Automatic error checking software which is part of the Air force Automated Education Management system.
If the data currently exists, list where it can be located. If not available, so state.	Keesler Education office
If the data currently exists, provide the data value by the metric.	Required level of service - 100% compliance with governing directives and established time frames.
If higher HQ standard, please enter and list source of standard.	N/A
Additional clarifications.	Education programs, agreements, funds, material accountability, and reporting requirements for CCAF, VA, TA and military accession programs are subject to MAJCOM and AF IG inspection. List of specific regulations that must be adhered to is located in Appendix A.

HUMAN RESOURCES PERFORMANCE METRICS

16. PRD Title: Human Resources	Service: Education Services **Metric Name: Civilian Personnel Systems Management**
Define the Metric - define each element of quantities being measured.	This metric measures the service provider's ability to monitor, produce, interpret, and disseminate, Civilian Personnel In-system reports, Quality Control reports, Information System Status reports, and Modern DCPDS clearing house information.
Sources of data used to calculate metric's value.	The Service provider will propose a method for collecting the necessary data and a format for reporting it. Currently this is measure through 1. Review of the monthly QC reports. 2. MAJCOM Staff Assistance. 3. Internal review processes.
If the data currently exists, list where it can be located. If not available, so state.	Keesler Civilian Personnel Office
If the data currently exists, provide the data value by the metric.	Required level of service - 100% compliance with governing directives and established time frames.
If higher HQ standard, please enter and list source of standard.	N/A
Additional clarifications.	N/A